



ISLINGTON



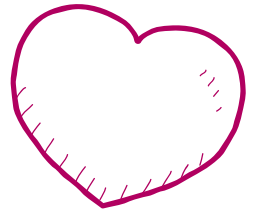
Independent Living Guide

www.islington.gov.uk



happiness at home

Your home is where you feel the most comfortable and the happiest. It's the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.



- ✓ Home help
- ✓ Companionship

- ✓ Personal care
- ✓ Dementia care



Home Instead Camden
561 Finchley Road, NW3 7BJ
Telephone: **0208 952 3355**
Email: sylwia.sawa@homeinstead.co.uk
www.homeinstead.co.uk/camden

**Home
Instead**
SENIOR CARE[®]
To us, it's personal.

Independent Living Guide

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1. Introduction

All of us want to live healthy, independent and fulfilling lives as part of our communities. Our services aim to keep people as independent as possible, for as long as possible. Our focus is to promote, maintain and enhance people's independence so that they are healthier, stronger, more resilient and less reliant on formal social care services, wherever possible.

We recognise that people have their own needs and circumstances, and we work with individuals to ensure they get the right support at the right time and in the right place. To do this, we work with local communities and other providers of health and care services to develop local, community based support that help people stay independent and safe.

We believe that this approach, to support people to live in their own homes for longer surrounded by friends, family and local communities, can delay the need for more formal care, which in most cases is better for people's health and wellbeing.

The information in this booklet, will help you find organisations to support you, whether that's making friends within your community, or getting out and about, living safely and independently at home, or doing fun and interesting activities.

We will always be here to support the most vulnerable residents with more complex needs. If you feel you need a little more help, you'll also find information about formal social care services and how to access them.



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2. Staying well

Staying healthy and feeling your best is important at any age and that doesn't change just because you're getting older. Here, you'll find some tips and ideas to help you maintain good health and wellbeing and where to find more information and support if you need it.

One You Islington

If you want to take action to improve your health and wellbeing or find out about local services, visit the 'One You Islington' website. You will find lots of helpful advice and information, from healthy eating tips through to health checks and being more active.

You will also find some handy apps to download and help you stay on track when you're making a positive change in your life, like drinking less alcohol, losing some weight or giving up smoking. Visit www.oneyouislington.org to get started.

Get your health checked regularly

Do take up offers of tests to keep you well. Your GP will write to you about your free NHS Health Checks when it is due. They are offered every five years to people aged between 40 and 74. The NHS Health Check can spot early signs of conditions like high blood pressure, heart disease or type 2 diabetes, and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

Make the most of your local pharmacy

Pharmacy teams can be extremely helpful in supporting you with your health concerns. You can talk to your pharmacist in confidence, even about the most personal symptoms, and you don't need to make an appointment.

They can also help you decide whether you need to see another medical health professional and can help you consider the alternatives next time you're thinking of making a GP appointment. You can also call 111 to help you find the right NHS service

Staying active

Many of the challenges associated with aging can be overcome or eased significantly by staying active and can help you stay healthy and independent for longer. Whatever your starting point, there are plenty of opportunities for people of all levels and abilities to keep fit and stay active in Islington.

Age UK Islington provides information and support to people aged over 55 in the borough. This includes activities taking place all around the borough, to suit all levels and abilities - including chair-based yoga, keep fit, line dancing, short mat bowls, tai chi and walks.

Leisure centres in the borough offer activities for people aged 55 and over. People aged 60 or over can apply for concessionary membership with GLL, who run Islington's seven leisure centres. To find out more about what's on offer, including free swimming, badminton, exercise classes, short mat bowls, short tennis and table tennis, visit www.better.org.uk/islington

Walking is an excellent form of physical activity for people aged over 50. As well as being good for your health, it increases happiness and wellbeing, is a form of travel, helps the environment and is an opportunity to get to know places better and meet new people too. It is simple and cheap to do. For walking maps and routes and walking groups in Islington visit www.islington.gov.uk/walking

Eating well

Eating well is important at any age, but as you get older, your daily food choices can make a big difference to your health and the way you feel and can help you stay active for longer too.

It's never too late to start eating healthily. It's easier than you think and it doesn't need to be difficult or expensive either. There are lots of small changes you can make to the food and drink you consume that will make a big difference to your health.

There's lots of information available to help you make healthier food choices. The 'One You Islington' website provides tips on healthy eating and you can even download a free 'Easy Meals' app which is packed with delicious recipe ideas to inspire you in the kitchen.

Visit www.oneyouislington.org to get started.



3. Independent living at home

Living in your own home and remaining independent, safe and comfortable is something most of us want to do for as long as possible, and there is lots of evidence that people are healthier and happier at home than staying anywhere else.

We also all want peace of mind that if something happens to us at home, we have the right support in place to respond quickly and appropriately. Here, you will find information about some of the support available to help you stay living independently at home for longer.

SHINE

Older people can take advantage of the council's SHINE scheme, which offers grants for heating and insulation and benefit entitlement checks, to fire safety checks and falls assessments. With one phone call you can access over 25 services, including:

- advice on saving energy and grants available for heating and insulation
- support with bills and energy debt
- Energy Doctor in the Home' home visiting service
- benefit checks by the Welfare Rights Team
- falls assessments
- telecare applications
- befriending services
- fire safety checks
- home security checks
- air quality alerts for people with respiratory diseases
- handyperson service

For more about SHINE:

T 0800 953 1221 or 020 7527 8203

E shine@islington.gov.uk

Installing and repairing safety equipment at home

Islington Adult Social Care has dedicated occupational therapists who are able to help you plan and install the right equipment in your home. This could be railings, non-slip bathroom mats, technology to help you control the lights, or a whole range of other options, all of which are designed to help you manage around the house.

If you think you need occupational therapy equipment at home, you would need to have a social care assessment first. If you have equipment already installed that needs to be repaired, call us on 0207 527 2299 and select option 2.

Disabled facility grants

If you have a disability and need facilities or adaptations to your home, you may be eligible for a disabled facilities grant. An owner or a private tenant can apply for a disabled facilities grant if they themselves have a disability or if they have a disabled person living with them.

Council tenants who need adaptations should contact the Occupational Therapy Team using the details below. They can usually arrange for the council to carry out necessary works. The person with a disability does not have to be registered as disabled. Contact the Occupational Therapy Team.

T 020 7527 2299

Handypersons scheme

Islington's handypersons' scheme provides help with small repairs around the home. These might be things that the council's repair service or a landlord would not normally cover. The service is for older residents & those with a disability. Carers in receipt of Carer's Allowance or Direct Payments can also use the service. You do not need to live in a council property to be eligible. However, the service does not cover repairs that are the responsibility of a landlord.

T 0800 694 3344 or from a mobile call 020 7527 5400

E Repairs.handyperson@islington.gov.uk

Islington Telecare

Islington Telecare fit simple, safe equipment in your home, which connects you to our Telecare Team when and if you need help. Islington Telecare provides peace of mind for you, your carers and family as they are there to get you the help you need 24 hours a day, seven days a week. There are different levels of service along with additional specialist support. For more information and details about costs, contact the Telecare Team:

T 020 7527 5456

Or you can pop in to see them at
222 Upper Street, N1 1XR,
9am-5pm, Monday to Friday

Other housing options

Sometimes, moving into a different more suitable property will be the best option for you. There are many ways you can get help to move if you are already an Islington tenant, from downsizing to relocation. Sheltered housing schemes are also open to you whether you are already a social housing tenant or not. For more information, contact the Housing Options Team.

T 0207 527 4140

E rehousing@islington.gov.uk



4. Staying safe

Everyone is entitled to live their lives in safety, without being mistreated, hurt or exploited by others. Some adults may be less able to protect themselves from abuse or neglect. People can be more vulnerable because of their mental health, physical disability, age or illness.

The council safeguards adults who are in need of care and support (whether or not those needs are being met) and who are less able to protect themselves because of those needs. This may be because of their mental health, physical disability, age or illness.

All of us have a role to play in keeping adults safe in Islington. If you have any concerns that someone you know is a victim of abuse and neglect, we can help you to report it. We all need to know about keeping adults safe. Abuse and neglect can take many forms:

- Physical
- Sexual
- Financial
- Psychological
- Neglect
- Modern Slavery

Reporting concerns about a vulnerable adult

If the situation is urgent and you think someone may be at risk of immediate harm, you should take yourself out of danger and call the police by dialing 999.

If you are worried about an adult at risk or their wellbeing, please contact the Access Service, part of Adult Social Services.

T 020 7527 2299

E access.service@islington.gov.uk

In other social care emergencies in the borough contact the Access Service 9am-5pm Monday-Friday, on 020 7527 2299.

Outside of these hours and on Saturdays and Sundays, contact the Emergency Duty Team.

T 020 7226 0992

If you have an allocated social worker

If you have an allocated social worker, you can get straight through to their extension without going to the Access Service. Just dial 0207 527 2299, then press option 1. You will be put through to the council switchboard who will ask for the name of the person you are calling for, and then put you through.

Protecting yourself from financial abuse

Financial abuse is a type of abuse which includes having money or other property stolen, being defrauded, being put under pressure in relation to money or other property and having

money or other property misused. Below are some tips to help you reduce the chances of this happening to you.

- Keep your financial and legal affairs up to date
- Be aware of what is happening with your money and private property
- Keep copies of everything you sign
- Keep valuables and important documents in a safe place
- Review your bank and credit card statements and if there is anything unusual contact your bank
- Don't let anyone pressurise you into financial decisions
- Contact the police if you feel pressurised in this way or anyone uses your credit/debit cards or money without your permission
- Anyone who lives with you should contribute financially to the running costs of the home, rent and food
- Contact a solicitor if lending money, transferring ownership of a property, reviewing your will
- Understand what a Power of Attorney is so that you are familiar with your rights and consider setting this arrangement up for the future

If you are worried about yourself or someone you know being affected by financial abuse, you can contact the Access Service.

T 020 7527 2299

E access.service@islington.gov.uk



5. Getting out and about

Being able to get out and about in the local community, whether it's to catch-up with friends, meet new people, or just do the shopping, is really important to maintaining good mental and physical wellbeing. Here, you'll find information to help you get out and about, stay connected and live life as fully as you can, whatever your age or circumstances.

Help to get about

There are a number of organisations and schemes in Islington that can help if you need additional support to get around and stay connected to your families, friends and communities.

Freedom Pass

The Freedom Pass gives older people free travel on most public transport in London and it gets you some reductions on bus travel around England too.

You can apply for one, either on the Freedom Pass website, or by collecting an application form in person from our libraries or the Customer Centre at 222 Upper Street. If you need help to make an application online, please visit one of our libraries, where a member of staff can help. If you have a disability, the council covers the cost of your Freedom Pass.

To apply online visit www.londoncouncils.gov.uk/services/freedom-pass

AccessAble

AccessAble is a great website that has a guide to the accessibility available across a range of spaces to go and places to visit, from restaurants to museums and parks, both in Islington and around the country.

Visit www.accessable.co.uk

Accessible buses

The PlusBus accessible bus service which runs Monday to Friday (except public holidays), every 30 minutes from 9.30am to 4.30pm. The yellow single-decker buses have low floors and wheelchair accessible ramps that can be boarded at bus stops or hailed anywhere along the route, where it is safe to do so.

Freedom Pass holders travel for free as do students aged 16 and under, with all other people paying a £1 cash fare. Route maps and timetables are available on the council website or by contacting the service provider, Hackney Community Transport. Their contact details are:

E info@hackneyct.org

T 020 7275 2434

ScootAbility

ScootAbility is a free service for Camden and Islington residents with mobility impairments. Scooters are loaned for a period of one to seven days at a time. You can contact our partners in Camden for further information.

E scootability@camden.gov.uk

T 020 7974 2420

Textlink 020 7974 686

Staying connected

Having an active social life and staying connected to other people is good for your health and wellbeing. Islington is full of services, community organisations and charities which, between them, offer an amazing range of activities, events and groups for people to get involved in. Here, you'll find a few ideas to help you stay connected.

Age UK Islington

Age UK Islington provide support to older people aged 50+ to make the most of their later life by connecting, advising and enabling them to achieve fulfilling, independent and active lives.

Age UK Islington's Activity Partners can provide additional support to get out and about and help people to access all sorts of local activities in the borough.

You can find out more about them on their website www.ageuk.org.uk/islington

Libraries

Islington's 11 libraries are a fantastic resource for older people, providing a place not just to enjoy reading and learning but also to get online, meet other people and attend some of the many interesting exhibitions and events. Many of Islington's libraries have book clubs too.

To find your local library, visit www.islington.gov.uk/libraries

Get online

As more and more of life's basics, from paying bills to staying in touch with family and friends, are moving online, it's becoming really important for everyone to have the confidence and skills to use the computer and internet effectively.

Thankfully there are lots of services across Islington to support you. All our libraries have computers that you can use for free and you can book a one-to-one session to learn all you need to get started.

Visit www.islington.gov.uk/libraries for details.

Keep on learning

Taking up a new hobby or learning a new skill is a great way to connect with people who share your interests. The council's Adult and Community Learning service offers free courses for Islington residents or parents with children in Islington schools. You must be 19 or over, unemployed or low-waged and receiving benefits to be eligible for our free courses.

Visit www.adultlearning.islington.gov.uk to browse courses.

Volunteer

Helping others can improve your own mental health and wellbeing, and it's a great way to meet people too.

For local volunteering opportunities around Islington, visit www.vai.org.uk

Meet people over lunch

We have more than 15 lunch clubs for older residents all over the borough, from Finsbury to Archway, providing an opportunity for people to socialise, get connected, and stay engaged in their community.

For a full list of lunch clubs, visit the www.directory.islington.gov.uk and search the Adults Directory.

Drop into your local community centre

Community centres across Islington offer all sorts of activities to people aged 55 and over. Visit the www.directory.islington.gov.uk for listings.



6. Looking after someone

Carers play a vital and sometimes over-looked role in supporting many thousands of vulnerable residents in Islington. You may think of yourself as someone's parent, partner, relative or friend but if you are looking after someone due to long-term illness, disability, a mental health or substance misuse issue, you can also call yourself a carer.

Carers provide a variety of emotional and practical support. The sorts of things that carers do can vary enormously depending on the circumstances of the person that they care for. It could be round-the-clock or for a few hours a week, in their own home or for someone living many miles away.

Caring for someone is part of life for most families and many people find it a rewarding experience. However, caring can also take its toll on people's physical and emotional health as well as on aspects of their lives such as finances and getting a break.

Support for carers

Islington Carers Hub is there to provide advice, information and support to all carers aged 18 or over who live or work in Islington or care for someone living in Islington. The Carers Hub does this either directly or through our work with other organisations.

Islington Carers Hub provides the following services:

- Advice and Information sessions at a range of venues
- Support groups for carers to meet and share ideas
- Help with getting the Carers Emergency Card
- The Flexible Breaks Fund
- A website and information pack about the kinds of help for carers in Islington
- A quarterly newsletter called Carers News
- Events and activities like Carers Rights Day and Carers Week
- Carers Assessments

Contact the Carers Hub for more information about the services they provide.

T 0800 085 1141 (free) or 020 7281 3319

E info@islingtoncarershub.org

W www.islingtoncarershub.org

Carers Assessments

Carers are entitled to a carer's assessment, which looks at the different ways caring affects your life and work out how you can carry on doing the things that are important to you and your family. It should cover your caring role, your feelings about caring, your physical, mental and emotional health and how caring affects your work, leisure, education, wider family and relationships.

The assessment will look at a number of things, including your physical, mental and emotional wellbeing. This means that you will be able to explain how caring for someone is affecting your life and what could make things better for you and the person you look after.

To start the assessment process you can complete a Supported Self-Assessment Form online at www.islington.gov.uk/carers or call the Access Team on 020 7527 2299.

7. Your care and support

Most of us want to continue living in our own home, staying as independent as possible but sometimes need additional support to do so. Islington Council is committed to supporting people to support themselves as much as possible by learning new skills and abilities, being connected with local communities and family and friends, continuing with hobbies and interests they have always enjoyed and making the best use of equipment and technology.

If you feel you need a little more help, or would like to discuss the options available to you, you can ask the council for an assessment.

Having a social care assessment

In Islington, an assessment may take place over the phone, face to face, in your home or another suitable place. It will begin by getting to know you and your situation, what is working well, what is important to you and what your current challenges are.

You will take a leading role in thinking about what you can do and what solutions could support you drawing on or adapting from your own social network and circumstances.

If your care and support needs mean that you are eligible support, we will first look at whether you could benefit from short-term support to help you stay safe, healthy and independent. This short term support could include reablement, home care or a piece of equipment to help you with everyday tasks.

If you need more support than this, we will return to the assessment to look at what longer term care and support can be provided for you. We will always make sure that any support provided encourages you to be as active and independent as possible. Support provided is directly related to your level of need. This will be kept under review and the support provided to you will change – it could increase or decrease - if your needs change.

You can find out lots more about what an assessment is based on and what to expect from your assessment on the NHS Choices website www.nhs.uk

Paying for social care and support

Social care, unlike health care, is not free for everyone and most people will need to pay something towards the cost of their care and support. Anyone who receives social care support at home or in the community from Islington Council will have a financial assessment. The financial assessment will work out how much, if anything, you will have to pay toward the cost of your service.

You can use our online financial contribution questionnaire to help you understand if you are likely to have to pay something toward the cost of your social care. Please remember that the

questionnaire is only a guide. You will need a full financial assessment to establish exactly how much you may need to contribute.

Find out more about paying for social care and read our 'Contributions for Care at Home or in the Community' booklet on our website:

www.islington.gov.uk/social-care-health/im-a-resident/paying-for-care

Arranging your own care and support

Some people arrange their own social care services for different reasons and these people are sometimes referred to as 'self-funders'. You may be a self-funder and need to pay for your own care for one or more of the following reasons;

- You have chosen not to approach Adult Social Care Services for support
- You have been assessed as not eligible for support from the council
- You have been assessed as being eligible for support but you have savings and assets above the self-funding threshold (£23,250) set by the government
- You have been assessed as being eligible for support but you have been sponsored to come to the UK under a sponsorship agreement.

You will usually have to pay the full cost of your support if you:

- Have savings or assets of £23,250 or more
- Own property or properties other than the home in which you live
- Refuse to complete a financial assessment form or provide evidence of your savings, income, assets and outgoings
- Have been sponsored to come to the UK under a sponsorship agreement with the Home Office – your sponsor will be expected to pay the full cost of any support provided to you

If you move into a residential or nursing home the value of your home will be included in the figure of £23,250, unless it is occupied by:

- Your relative, wife or partner
- A relative over the age of 60
- A relative who is incapacitated
- Your child under the age of 18

If you arrange care in your own home the value of your home is not included in the figure of £23,250.

If you are thinking about using a particular service it is a good idea to check with others who have used it, or look at reviews that have been written about it to see whether it is generally thought of as good quality and effective.

All services provided by care agencies and care homes are regulated by the Care Quality Commission (CQC). You can check a particular agency's report on the CQC website

www.cqc.org.uk

Before using a service make sure you know how much it is going to cost and that you are happy to pay that amount.

Support with money matters

Benefits can help with care costs. You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested.

It's always a good idea to make sure you are receiving all the benefits and grants you are entitled to. You can get help with this by contacting the Income Maximisation Team.

T 0800 731 808

E Claimit@islington.gov.uk

Independent money advice

There are lots of organisations in Islington who offer free independent advice on money matters and more, including:

Islington Citizen's Advice Bureau

T 0300 330 1197

W www.islingtoncab.org

Islington Law Centre

T 020 7288 7630

W www.islingtonlaw.org.uk

Islington People's Rights

T 020 7561 3685

E info@iprAdvice.org.uk

W www.iprAdvice.org.uk

Make a will

It may give you extra peace of mind to know that your financial affairs are in order and a plan is in place if at some point in the future you are not able to make important decisions.



If you wish to make a will or set up a Lasting Power of Attorney (LPA), it is advisable to seek independent advice. This can be obtained from Citizen's Advice Bureaus' Age UK, and local solicitors.

You can also visit www.gov.uk/power-of-attorney for more information.

your voice counts

We are an independent local charity. We want to know what you think of local health and care services such as hospitals, GPs, pharmacies, home care providers, social workers, and care homes.





Whether you've had a positive experience or one that could have been better, we want to hear from you.

And if you need help to navigate the health and care system to get the support you need, give Healthwatch Islington a call. We'll point you in the right direction.

020 7832 5814

www.healthwatchislington.co.uk



-  We're here to make services better. We want to hear what you like about local services as well as how they can be improved.
-  We help the people responsible for health and care services to understand what works well locally. We can also investigate services where the community has raised a concern.
-  We recommend improvements based on the feedback we receive from you. Islington Council and Islington Clinical Commissioning Group have to listen to us and respond.
-  We give you the right information to help you find the health and care services you need. If you need a little bit of extra support to access services we do our best to help.

You can write to us, phone us, or leave a comment online. Email: info@healthwatchislington.co.uk
Freepost RTGT-HCUS-LXBS, Healthwatch Islington, 200a Pentonville Road, N1 9JP

Directory of Local Services

These pages contain details of companies and organisations whose services you may find relevant and helpful.

The London Borough of Islington Council would like to thank all the various advertisers for their participation in this guide.

However, these companies should not be seen as being either recommended or endorsed by The London Borough of Islington Council.

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Age UK

“

My life
My home
My cup of tea, just
the way I like it

Home care from
Bluebird Care



Find out more about home care and live in care
and the difference it could make to your life

Email the Bluebird Care team:
islington@bluebirdcare.co.uk
or call us on **0203 589 7799**

Bluebird Care
Islington & Hackney
Unit B3, 62 Beechwood Road,
London
E8 3DY

[bluebirdcare.co.uk/
islington-hackney](http://bluebirdcare.co.uk/islington-hackney)



“Finding solutions to make
my clients life happier and
more independent – that’s the
most satisfying part of my job. If
you are a problem solver and like
to share joy and happiness – that’s
definitely a job for you.”

*Marta, Lead Care Assistant,
Bluebird Care*

Find out how you can experience the
Bluebird Care Career Journey for yourself

Please contact us to find out more about the Bluebird Care Career Journey and how this
can work for you. Call us or email: islington@bluebirdcare.co.uk

Call today to
find out more
0203 589 7799



Your specialist in Homecare

At Day Webster Homecare Providers we have long term established relationships with NHS Trusts, Clinical Commissioning Groups (CCG's) and Health Boards across England to enable people to live person centered, independent lives as much as possible within their own homes.

Specialist care services include:


- **Elderly Dementia care**
- Live in Care
- **Respite Holiday Care**
- **Mental Health**
- Respiratory airway & ventilation management
- **Palliative and end of life care**
- Learning disabilities
- **Neurological conditions**
- Spinal injuries
- **Client/Family/CCG access to clients care plan via confidential login to a digital portal**

Our service to you

Our team have years of experience within the community care and care recruitment sector, we will always work closely with our service users and/or family members to ensure we create a bespoke person centered, flexible, adaptable care plan.

To speak to a member of the Homecare team call **020 8498 6813**

or contact Homecare@Daywebster.com


Your happiness is our priority





Renaissance Personnel Ltd is a multiple award-winning Health and Social Care Personnel Recruiter with a proven track record of supplying nursing, medical and homecare professionals to the NHS, local authorities, independent and voluntary sectors. Our services are provided on temporary or permanent basis depending on the needs of clients.

Accolades & Achievements

Through perseverance and dedication to first class service delivery, Renaissance has achieved the following awards:

Renaissance Featured on BBC Inside Out. (Jan 2015)
AEAwards 2014 (Small Company of the Year Award)

ZAA Company of the Year Award (2012)

Sunday Times Best Small Companies to work For List 2011 (in the top 100)

Best Companies' Three Star Accreditation- an Exceptional Company to work for (2010)

Great British Care Employer Award (Greater London) for demonstrating commitment to care and excellence in service provision (2010)

Renaissance Personnel Ltd was founded fourteen years ago after careful analysis of the spiralling demands of medical, nursing, health and social care personnel. We recognised that the demand for superb quality temporary workers in these sectors often outweighed supply. We saw the opportunity to create fresh perceptions of the "Agency Staff or locums" by attracting, training and retaining competent personnel contrary to the usual negative beliefs about agency. Our consistent, proactive management of the changing needs and dynamics within our Industry ensures our steady growth from strength to strength, year after year.

We are now known as a leader in our Industry for the provision of high calibre, reliable and experienced nurses and carers, reflecting the Renaissance Personnel ethos in commitment to professional care delivery and best outcomes.

Regulatory Legislation for the Recruitment of Healthcare Personnel is a necessary concern in an industry where quality service literally affects lives. Renaissance Personnel staff and clients alike know the importance we place in adhering to these laws and guidelines. We are a member of the REC (Recruitment and Employment Confederation), which is the leading advisory organisation for Recruitment Agencies, and are fully registered and compliant with the Care Quality Commission (CQC). We are inspected independently by CQC, our previous reports can be found below.

At Renaissance Personnel, understanding our clients and staff in order to maintain their individual requirements has always been an essential ingredient to our success. Our management encourage feedback and keep current with reforms in the health and social care sectors, to ensure continuous quality improvement in meeting your needs.



87 Fortress Road, Kentish Town, London
NW5 1AG

0844 848 1411

(09:00hrs -17:00hrs Clients & Personnel)

0844 848 1411

(On-call after Hours for Clients & Personnel
emergency)

0796 606 1992 (Mobile)

www.renaissancepersonnel.co.uk

Info@renaissancepersonnel.co.uk



Splendid Care Solution



We work hard to deliver the best level of services. Our approach is to work closely with clients and setup plans with you, and provide you the level of services that meet your expectations and suit your individual needs.

Our Mission – “Our Mission is to do everything to provide best possible support to elderly people suffering from long term illness, their caretakers and the whole society at large.”

Our Vision – “Our long-term vision is to be more innovative, energetic and self-sufficient organization, and provide premium quality elderly care services in effective manner.”

Unit 65 Mill Mead Road, Tottenham, N17 9QU

Office: 02080628488

info@splendidcs.co.uk

www.splendidcs.co.uk



**BLUE
POPIES**

Care & Support Services

Dedicated to the delicate

Blue Poppies Care & Support Services is a London based home care agency providing flexible and responsive care staff across London and the Home Counties.

A professional, personally focused and unique service in your home.

Our Owner & Managing Director, Popi Galani, has 22 years' experience in the social care industry including four years palliative care, management of community support services to people with learning disabilities and more recently the provision of individual care management in people's homes. Popi's vision is that each and every client is treated as an individual and she implements this by personally meeting all prospective clients to assess their specific, individual needs.

We understand that the needs of each client vary, and that is why we are committed to developing innovative solutions that meet the specific requirements of each individual.

All care workers registered with us are subject to an enhanced criminal records bureau check, and are required to provide a full employment history and verified written references. Prior to commencing work each worker is personally introduced to the client and has to attend an induction for that particular client supervised by one of our experienced members of staff.

Your privacy, dignity and personal needs are of the utmost importance to us. As carers we work with you in the least intrusive way possible and with the utmost courtesy at all times. Our staff is highly trained and are all qualified individuals with years of experience working within the care sector. We undertake continual staff development and training in order to provide the best possible service for you.

We would be delighted to assist you, so please call Popi for more information about how we can best support you.

**Popi Galani Tel NO 0207 607 1494 or Mob 077 1500 8576
or email popi@bluepoppies.co.uk**



Saving Lives



Blessing Agencies services specialises in providing domiciliary care into an individual's home. This care ranges from assisting an individual with their daily living to complex caring for those individuals who are totally dependent on our trained staff for all their needs.

Blessing Agencies Limited was established in 2012 and is based in London and registered with the Care Quality Commission (CQC) as a domiciliary care provider. Blessing Agencies being based in London allows us to provide services all over the capital and within the M25.

Caring • Cleaning • Cooking • Shopping • Companionship • Petcare • Education

Unit 1, 465C Hornsey Road, London N19 4DR
 Tel. 020 7561 9340
www.blessingagencies.co.uk
enquiries@blessingagencies.co.uk



Quality care in your home for independent living

We specialise in helping people receiving direct payments to get the best care for their money. Our fees are affordable and our care packages are flexible. Our friendly, experienced team have been helping people live as independently in their own homes since 1999.

- Live-in Care
- Hourly Day Care
- Hourly Night Care
- 24 Hour Care

Free of charge 365-management is included for all our clients from our dedicated care management team.

020 7482 2188



PillarCare

enquiries@pillarcare.co.uk pillarcare.co.uk



At Panacea Senior Care we truly believe that
“The oldest trees often bear the sweetest fruit”

We are here to provide the highest quality home care services where every day becomes brighter as our service users can look positively into the future with our professional assistance.

We encourage independence, promote dignity and are there to help anyone who suffers in older age –We want you and your family to feel secure and taken care of in your hour of need.

Our motto is: *“Life’s challenges are not supposed to paralyze you; they supposed to help you discover who you are”* -Bernice Johnson Reagon

Our goal is to deliver different approach to home care than that currently offered in the UK. We strongly believe that every small detail and every gesture will make a difference and put smile on our client’s faces. There is nothing more rewarding to us than that. Senior years could be completely different if you just allow yourself to take that initial first step (you may think that there are many things you can’t do but would like to). Panacea Senior Care is there to make sure that you can accomplish everything with our personal assistance.

We believe that: *“There is no better place like home”* and we do recognize the importance of it especially for anybody entering older age, as home reminds us of good things that have happened in our lives.



Suite 405, Ashley House, 235-239 High Road,
Wood Green , London N22 8HF
Phone: 020 8888 3922
www.panaceaseniorecare.co.uk



Disability Action in Islington

How do we support local disabled people?

Over the phone – Providing information and advice on a wide range of issues.

Sign-posting & referrals – If we cannot provide the service you need, we will make sure you know who can and refer you to them.

Form Filling Service – Help with applying for ESA, PIP UC and a variety of other Benefits and Pensions Applications, Carers Support & Services, Housing Applications * much more

Ask us about using our interview recorder for PIP Assessments!

Case Work Appointments – For those who need more in-depth support to access their rights and entitlements.

Housing Disability Panel – Working alongside Islington Housing Services facilitating a monthly group of local tenants & residents to have a voice around a range of housing issues:

To find out more about us, please contact us:

Telephone: 020 7354 8925

Email: info@daii.org Website: www.daii.org

Unit 3 Marquess Estate, Saint Paul's Road, Islington N1 2SY



Regulated Activity: Personal Care • Disability Care • Live-in Care • Children and Young People Care

Our Services Include:

- Companionship
- Home care help
- Personal care
- Escort and social support
- Medication prompts
- Meal assistance
- Shopping
- Overnight stay
- Post discharge care
- Light housekeeping
- End of life Care and much more from just a few hours a week to 24/7 support. Minimum of 3 hours at a time.

One of our assessors would be pleased to visit to discuss your needs and requirements.

Our consultation sessions are free of charge and you are under no obligation to take up our services.

For free consultation please call us on: 03331232203

or email us: info@remajcare.com

318 Heathway Dagenham Essex RM10 8LU

Out of Hours Mobile 07853631856.

www.remajcare.com





SUPPORTING PEOPLE WITH LEARNING DISABILITIES AND
AUTISM AND THEIR FAMILIES

ARE YOU LOOKING FOR A PERSONAL ASSISTANT?

*We offer a wide range of person-centred support
and services to people with a learning disability
who have a personal budget:*

- Skilled, friendly support workers
- Support with searching for jobs and volunteering opportunities, managing money, domestic tasks, learning new skills, maintaining a healthy lifestyle, meeting new people and socialising, and much more
- Personal Budget management
- Substantial experience of working with families
- Groups and activities based around needs and interests
- Support tailored to you
- Support for what you need, when and where you need it

Call us to find out how we can help you!

Seeking a rewarding and diverse job?

Are you a positive and proactive person? Get in touch to find out about our current vacancies!

Tel: 020 7607 8762

Email: PersonalBudgets@Centre404.org.uk

Website: www.centre404.org.uk

Charity Number: 299889





Free Advice - for upholding adults' Health and Care Act rights

CASCAIDr is a new national advice charity, providing specialist legal advice about everyone's rights to have their needs for care and support decided **lawfully, reasonably and fairly.**

We aim to empower and support people, their carers and practitioners working in the health and care sector **to resolve disagreements about access to services.**

Most people only seek support or come to rely on social care services and funding, in times of crisis.

Family members and carers, exhausted by providing dedicated care, rarely have the energy required to navigate referral processes or complaints procedures to secure fair processes and lawful packages of care.

WHAT SORT OF PROBLEMS DO WE TAKE ON FOR FREE?

- Access to funded independent advocacy rights;
- Whether assessments are compliant with the law;
- Whether councils are following the statutory Guidance;
- Rights to funding for sufficient levels of care to avoid support needs escalating or sacrificing carers' wellbeing;
- The legality of proposed cuts to care plans.

For wider problems, complaints, more complex issues, etc, we charge a low cost fee of £125 ph.

WHAT DOES CASCAIDr's SERVICE INCLUDE?

- A telephone helpline - 4 days a week - for a booked half hour free 'steer' for people who are not sure if they've even got a legal problem.
- A referral form for people to fill in online.

- Volunteers to help people to express all the relevant detail of their predicament, if they are struggling.
- Expert advisers who will produce the checklist and letters that are the free output.
- Support and guidance for those who want to crowdfund to bring formal legal proceedings.

WHAT CAN PEOPLE EXPECT? CASCAIDr ADVISERS WILL:

- Analyse a situation for omissions to comply with the Care Act or public law principles.
- Give the client a checklist to take back to the council/CCG.
- Write a letter in the form of a pre-action protocol letter, setting out what's not been done correctly
- Seek advice on the client's behalf, from a direct access barrister.
- Consider helping the client crowdfund so that the council or CCG knows that the client can, if required, challenge unlawful decisions in Court.

Where issues can't be resolved through dialogue and a barrister has given a positive opinion on the merits of the case, CASCAIDr may support **crowdfunding** to secure legal challenges.

This not only strengthens an individual's position, but also supports widespread lawful decision-making by clarifying any areas of uncertainty in the current legal framework.

WAYS TO SUPPORT CASCAIDr

VISIT OUR WEBSITE

www.cascaidr.org.uk
for info, and casework
and volunteering opportunities

GET ON SOCIAL MEDIA!

@CASCAIDr on **Twitter**
and **Facebook**,
and Belinda Schwehr
on **LinkedIn**

HELP US FUNDRAISE

How to Donate
and get HMRC to pay
25% extra by way of GiftAid
www.MyDonate.BT.com

Practical advice and support to navigate care options when you need it most.
To help you, a parent, relative or loved one continue to live in their own home with the right care and support.

What we offer? –

We will:

- Work out you and your family's needs and help you to decide what types of help will work best.
- Prepare options for varying levels of support for you and your family including the likely costs.
- Provide support to you and your family to explore and agree the best approach.
- Provide guidance and practical solutions so that you and your family can support a parent, relative or loved one remain in their own home.
- Provide support organising practical things at home.





Are you responsible for paying a carer?

Would you like someone to manage this for you?

Paypacket's comprehensive payroll and pensions support service includes:

- Calculating wages ● Ensuring statutory returns are completed
- Providing carers with detailed wage slips ● Paying carers direct by BACs
- Pension Auto Enrolment covered

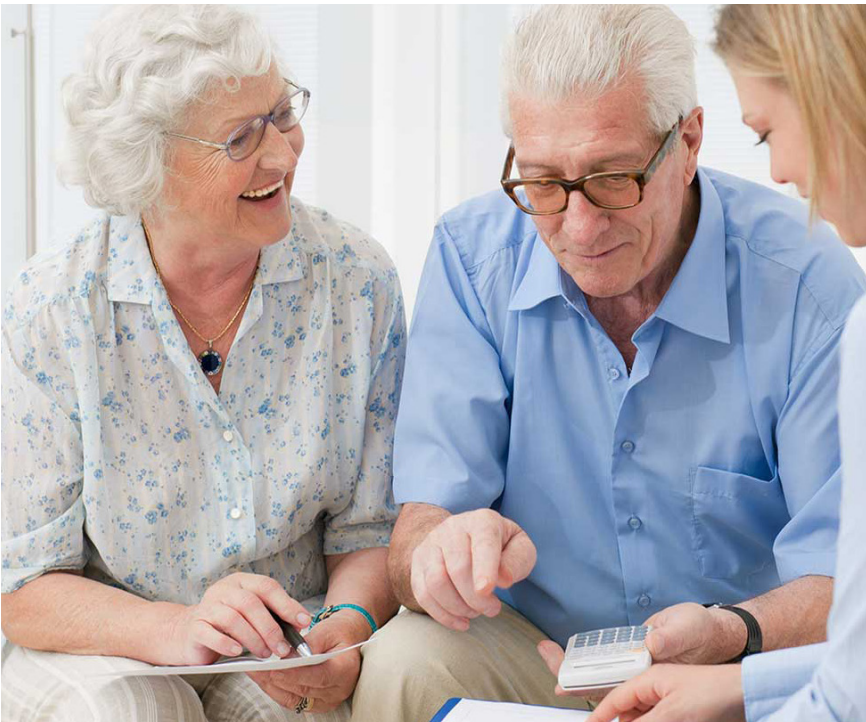
To find out more, give us a call and we'll take care of the rest.



Direct Payments made easy

0800 848 8998

Visit us at: www.paypacket.co.uk



CLAIRE ROWELL

Wealth Consultant and
Care Fees Specialist

01394 389 369



*Do you know your options for
funding care costs?*

*Speak to a qualified care fee
specialist to ensure you are
aware of your options based
on your circumstances.*

Claire Rowell BA (Hons) DipPFS

Office: 01394 389 369

Email: Claire.rowell@sjpp.co.uk

www.sjpp.co.uk/clairerowell



to be confirmed



Helping you lead a healthy, happy life

It's natural to worry about your safety and what might happen in case of an emergency both in and out of your home. At Centra our services help you remain independent, providing peace of mind for you and your family.

As one of the UK's largest independent telecare providers, we offer remote support to vulnerable, elderly and physically less able people at the touch of a button.

When a button is pressed, a call will connect through to our fully trained and friendly telecare team; 24/7, 365 days a year to arrange the help required.

Why use telecare?

- Increased confidence to live independently and safely at home
- Faster response times to falls and accidents
- Reduced cost of care using technology.

To find out how we can help you please call us on **0300 456 3635** or visit www.centragroup.org.uk/ifp

#lifeisforliving



Centra

Be active, feel great!



There's plenty of free and cheap ways for you and your family to get active in your leisure centres, local parks and community centres.

QUALITY 24 HOUR CARE IN YOUR OWN HOME



Safehand's Live-In Care



Personal care

Live-in care

Household activities

Fully managed 24 hour care in your own home, tailored to suit your needs

At Safehand's, we strive to make a positive difference in people's lives. All our carers are passionate about helping others and have high quality care qualifications and relevant UK based experience.

We understand the importance of independent living and respect our clients' privacy and dignity at all times. Physical and emotional well-being is often a big decisive factor on how the person feels and goes through the day.

Our carers assist you in all areas where you or your loved one struggle with the most.

We offer highly personalised 24/7 support for the elderly and young adults with learning disabilities. Our carers support people with dementia, Alzheimer's, Parkinson's, and more.

We provide care after hospital discharge and respite covers throughout the United Kingdom.



LOOKING FOR A LIVE IN CARER? Call Us 0203 417 0090

www.safehandsliveincare.co.uk